

2002 - 2003 College Annual Effectiveness Report

COLLEGE ANNUAL GOAL	Inst Goal #	OBJECTIVE	USE OF RESULTS / IMPROVEMENTS IN PROGRAMS and SERVICES
1.0 Expand College resources and facilities in Clarendon County.	(1) (10)	1.1 Provide quality instruction to all students regardless of time or location.	1.1 Continued evaluation of course content and instruction; used the results from student evaluations and observations of supervisors to improve instruction; used results of the graduate survey to improve programs and services and to determine level of graduate satisfaction.
2.0 Increase distributed learning course offerings to improve service area access to post secondary education.	(1) (8) (12)	2.1 Provide a comprehensive distance education program. 2.2 Respond to outreach needs through collaboration, marketing, and Planning.	2.1 Increased number of course offerings through distance education to serve the needs of students based upon increase in number of students desiring this method of delivery; provided continued support of faculty for training and development of distance courses; maintained high retention rate in distance courses. 2.2 Increased number of course offerings for outreach students; improved services for dual enrolled students; implemented flexible course scheduling; implemented sound procedures for outreach scheduling.
3.0 Direct distribution of the College's limited funding to maximize productivity and efficiency in achieving the College mission.	(4) (6) (7) (9)	3.1 Maintain current and effective policies and procedures. 3.2 Secure appropriate resources, equipment, and physical facilities within budgetary restrictions to support educational programs. 3.3 Identify efficiency practices for improving services and facilities of the College. 3.4 Monitor and manage College budget and other resources in response to possible budget reductions and lottery-fueled increase in enrollment, as well as increased facilities.	3.1 Reviewed College policy directives; revised procedures within major sections of the Directives Manual to improve efficiency. 3.2 Developed grant opportunities for alternative funding sources; communicated critical needs for resources; and identified the priorities for the purchase of equipment. 3.3 Continued the development of streamlined and efficient procedures in the Student Services area; implement the results from the Registration Critique; identified areas for improvement from the results of the Program and Services survey; and emphasized financial aid responsibilities to students. 3.4 Successfully managed College budget in spite of state budget cuts of over 12 percent and prevented cuts in instructional programs through effective management of new funds from enrollment growth and tuition increases; requested and received an additional \$50,000 from Clarendon

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			County for operation of the Clarendon County site for FY 2004; converted College local telephone service from Verizon to FTC, which will save the College an estimated \$10,000 annually.
4.0 Provide new technical/ industrial programs designed specifically for service area business and industry to the meet demands of the current divergent and volatile economy.	(1) (8) (9)	<p>4.1 Increase FTE enrollment.</p> <p>4.2 Develop curriculum to meet the needs of business and industry.</p> <p>4.3 Increase the effectiveness and availability of the entry-level placement instrument.</p> <p>4.4 Offer non-credit contracted training programs to meet identified needs of business, industries, or other organizations in the four county service area.</p> <p>4.5 Develop and offer new contracted programs.</p> <p>4.6 Develop and offer two (2) OJT programs.</p>	<p>4.1 Increased average FTE over eight (8) percent from previous year.</p> <p>4.2 Used recommendations of academic advisory committees for program improvement; incorporated the use the results of program reviews from the previous cycle in departmental plans to facilitate changes and improvement in curriculum.</p> <p>4.3 Will review all entrance scores and procedures prior to next academic year for relevant and appropriate placement.</p> <p>4.4a Profiled over 25 industrial jobs using Work Keys, servicing 15 companies and over 300 people.</p> <p>4.4b Received ACT rank of # 8 among Service Centers # 1 in Profiles and created On-Line Keytrain lab.</p> <p>4.4c Delivered over 500 non-credit classes to industry in blueprint reading, supervisory development, lean manufacturing, SPC, Kaizan, welding, and CNC operator.</p> <p>4.4d Expanded EZA opportunities to 12 additional companies and created a Manufacturing Certification Program.</p> <p>4.4e Offered non-credit contract courses to Tuomey Hospital, Santee-Lynches, Pee Dee and Lake City One Stop in phlebotomy, multi-skilled technician, Nursing Assistant, and EMT; offered new programs such as Ward Clerk, Medical Coding, EKG, and Medical Records.</p> <p>4.4f Delivered increased new and wider variety of non-credit open-enrollment courses with 70 percent improvement in yield rates over the past</p>

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			<p>two years; offered 150 + on-line, non-credit and Ed2go classes, including How to Start a Medical Insurance Billing Service, On-line Travel and Tourism Training, IT Certification, and several certification courses</p> <p>4.4g Received certification as a Microsoft Partner and CompTIA corporate member; offered complete line of certification training: MCSE, Mous, Network +, A+, Inet+ and Certified Internet Webmaster, and cable certification.</p> <p>4.4h In the following year, will increase:</p> <ul style="list-style-type: none"> • Number of EZA companies • Wider variety of industrial non-credit training • Mon-credit industrial certificates—short term training • IT opportunities <p>and add</p> <ul style="list-style-type: none"> • Plastic injection molding and Bio Tech training opportunities. <p>4.5 Implemented four apprenticeship programs designed specifically for service-area industry.</p> <p>4.6 Developed and offered two successful OJT programs.</p>
5.0 Deploy applicable portions of the College's Facilities Master Plan and appropriate deferred maintenance actions.	(5) (7)	<p>5.1 Increase use of computerized energy management system.</p> <p>5.2 Complete construction of Workforce and Economic Development Center in Manning.</p> <p>5.3 Complete HVAC upgrade for Building 400.</p> <p>5.4 Begin implementation of recommendations from the deferred maintenance and master plan study completed in FY 02, as resources are available, and provide other renovations and refurbishments to improve the appearance of the campus</p>	<p>5.1a Efforts made to increase use of the scheduling and temperature control functions of the energy management system; annual energy report reflected an 8.25 percent decrease in energy usage from prior year.</p> <p>5.1b Determined that is not of benefit to attempt cost control by keeping temperatures at an uncomfortable level; baseline temperatures were established to allow for setting up in FY 04 with little time spent on adjustments.</p> <p>5.2 Construction of Workforce and Economic Development Center completed enabling the large-scale expansion of credit course offerings in Clarendon County.</p> <p>5.3 HVAC renovations in Building 400 completed to improve energy</p>

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			<p>efficiency.</p> <p>5.4 a Completed Building 500 renovations, with new offices for 11 faculty members and two new classrooms provided.</p> <p>5.4b Improved campus appearance as follows: repaved parking lot at Shaw Center; painted and installed carpet in various offices and classrooms in Building 100; renovated restrooms in Buildings 100 and 500; replaced carpet in the 400 Building Auditorium; installed new handicap-accessible electric doors in Buildings 100, 400 & 700.</p>
<p>6.0 Provide appropriate data collection and analysis to substantiate institutional improvement, external accountability, and the effectiveness of the College in achieving its mission.</p>	<p>(6) (7)</p>	<p>6.1 Set and monitor performance indicators.</p> <p>6.2 Maintain regional and program accreditation.</p> <p>6.3 Conduct program reviews in accordance with SBTCE, PBF, and Institutional Effectiveness guidelines.</p> <p>6.4 Establish opportunities for students to achieve certification and Licensure.</p> <p>6.5 Prepare and submit College external accountability and effectiveness reports that provide data and appropriate analysis to meet the requirements of State, Regional and Federal legislation and entities.</p> <p>6.6 Ensure the effective and efficient gathering, analyzing and dissemination of comprehensive information regarding the College's programs and services.</p> <p>6.7 Strengthen College policies and procedures that enhance quality, demonstrate effectiveness and ensure public accountability.</p> <p>6.8 Monitor compliance with Southern Association of Colleges and</p>	<p>6.1 Identified procedures for attaining appropriate performance standards.</p> <p>6.2 Reviewed all regional and program accreditation standards; maintained standards of accreditation for program improvement.</p> <p>6.3 Implemented identified recommendations for program improvement.</p> <p>6.4 Reviewed guidelines and procedures for maintaining certification testing site and criteria for certification.</p> <p>6.5 Developed improved internal program placement collection chart to address new electronic formatting .</p> <p>6.6a Disseminated Office Planning/Institutional Effectiveness Evaluation Survey college-wide to determine effectiveness of its functions, and received results that revealed overwhelming positive response – hence no changes made at this time.</p> <p>6.6b Collaborated with College Web developer in maintenance of the College website; developed schedule and procedures for maintaining currency of data on the site.</p> <p>6.6c Implemented the College's first comprehensive, entirely electronic Fact</p>

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		<p>Schools (SACS) Commission on Colleges (COC) <i>Principles Of Accreditation: Foundation for Quality Enhancement</i> and Guidelines.</p> <p>6.9 Enhance College analysis and reporting capabilities.</p>	<p>Book</p> <p>6.7 Reviewed and revised College policy Directive 7.17, along with procedures and processes related to planning and institutional effectiveness to ensure usefulness and consistency with commonly accepted planning and evaluation practices.</p> <p>6.8a Initiated CCTC Prospectus to offer the AA and AS programs at off-campus sites.</p> <p>6.8b Began preliminary preparations for the College's 2006 Reaffirmation of Accreditation.</p> <p>6.9 Collaborated with CHE staff to streamline reporting; improved criteria for SIS internal reports responding specifically to external reporting.</p>
<p>7.0 Increase student support services, library resources and electronic linkages at Outreach locations to ensure a more learner-centered environment.</p>	<p>(2) (4) (12)</p>	<p>7.1 Increase the use and awareness of the Library and learning resources available for students and faculty.</p> <p>7.2 Improve retention of students in all academic programs.</p> <p>7.3 Ensure consistent and accurate advisement of students.</p> <p>7.4 Improve and expand bookstore services to students, faculty, and staff.</p>	<p>7.1 Identified the needs of all library users and explored ways to increase overall learning resource uses; implemented the recommendations for the expansion of library resources at outreach locations as identified in this year's needs assessment</p> <p>7.2 Implemented plan for the College's Retention Committee; identified effective measures to improve the College graduation rate</p> <p>7.3 Communicated advisement responsibilities to all faculty and staff members; identified specific areas of deficiency and developed strategies for improvement.</p> <p>7.4 Increased percentage of used books available for students to purchase; expanded the selection of merchandise, including Microsoft software in bookstore; gross profit percentage and net income increased from previous year; students are now able to buy required software at educational discounted prices and use financial aid when it is available in the bookstore</p>

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8.0 Strengthen comprehensive recruiting and public relation strategies that clearly communicate to College constituents information related to curriculum offerings, program delivery options and College diversity.	(11)	8.1 Increase FTE enrollment.	8.1 Identified appropriate markets for promoting the College's programs; continued to develop options for increasing enrollment in the Health Sciences programs.
9.0 Expand effectiveness measures to include increased input from external constituents.	(7) (10)	9.1 Ensure continued transferability of courses and programs. 9.2 Collaborate with AMT, Adult Ed, SCMEP, Special Schools, and CCTC Outreach to increase non-credit offerings.	9.1 Received feedback from AA/AS Advisory Committee and made changes as identified. 9.2a Created, in co-operation with SCMEP, training and consulting services with companies of 100 or fewer employees. 9.2b Received environmental training certification to offer courses in Tennessee, Georgia, North Carolina, and Virginia, as well as SC. 9.2c Hosted National Conference on Terrorism and the Environment in response to State and regional feedback on needs in the area. 9.2d Added new Environmental Training non-credit courses, including EMS systems training, Hazcom, Hazwopper, ISO 14001, and Lead auditor, as well as the Wastewater Certification program in response to identified needs.
10.0 Provide increased technology-based solutions that enhance efficiency and customer service at the College.	(2) (3)	10.1 Create a cooperative and collaborative method of providing consistent and reliable access to high quality and innovative technology solutions to assist the College in achieving its mission. 10.2 Provide administrative systems responsive to the operation and management needs of the College and delivered in a timely and effective manner	10.1 Established the Help Desk to consolidate and streamline the technical support service for academic and administrative users into a single point of contact; over 3,000 calls were serviced this first year. 10.2 Self-service application Web for Faculty implemented which enabled all faculty to enter grades online and students to receive all grades online without mailers.

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		<p>10.3 Provide academic systems that are responsive to the instructional needs of the College and managed in a timely and effective manner.</p> <p>10.4 Provide a reliable and responsive network infrastructure such that users are unhampered by bandwidth, application, or location.</p>	<p>10.3a Learning resources upgraded; Implemented Campus Pipeline v3.2 with iPlanet e-mail; implemented a SPAM filtering system; implemented the Lottery Tuition Assistance Program.</p> <p>10.3b Upgrades allowed for the following improvements:</p> <ul style="list-style-type: none"> • Increased multimedia resources with 10 smart classrooms and three administrative presentation systems. • Installed video projection system permanently in Room 401 • New computers installed in LRC open lab. • Renovated LRC to include a 30-station computer lab facility for scheduling. • Installed five (5) new computer labs at Clarendon County campus • Increased inventory of notebook computers and projection systems for the media centers significantly. • Installed instructional tool for controlling the monitor, mouse, and keyboard in the computer labs. • Eliminated 66 percent of email flowing through the college due to unsolicited mail. <p>10.4 Implemented a converged gigabit Ethernet network on main campus and Workforce and Economic Development Center in Manning to accommodate voice, video and data, which has allowed for the following improvements: Implementation allowed for the following capabilities:</p> <ul style="list-style-type: none"> • High-speed network switches, hubs, and new cabling systems • IP telephones for offices/work areas and conference phones for meeting rooms • New voice mail system • Tandberg video conferencing systems integrated with the VTEL systems • Wireless access points in buildings 300R, 500, and 401 auditorium • Roll bypass enabled between Manning and Sumter

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11.0 Initiate plans for the development of a new five-year College strategic plan.	(5) (6) (7)	11.1 Collect, monitor and distribute information used to support college-wide planning, evaluation, and administrative decisions.	<p>11.1a Designed the process and implemented strategies for development of the College's 2004-2009 Strategic Plan.</p> <p>11.1b Established College strategic planning team and broadened the base of constituents participating in development of the next five year strategic plan.</p> <p>11.1c Designed an electronic strategic planning survey.</p> <p>11.1d Will follow planning processes and strategies next year to develop and implement the Central Carolina Technical College 2004-09 Strategic Plan for Continuous Improvement.</p>
12.0 Attract and retain appropriately credentialed, diverse, and talented faculty to support a multi-cultural campus environment inclusive of the diversity reflected in the College's service region.	(4)	<p>12.1 Provide effective professional development training and activities to all faculty and staff.</p> <p>12.2 Ensure that all faculty and staff have access to accurate and timely information to improve communication and enhance the culture of the College.</p> <p>12.3 Attract and retain appropriately credentialed and able faculty.</p>	<p>12.1a Hosted Technology Fair; provided new employee orientation throughout the year; students, faculty and staff, as well as the public, became more aware of existing technology and capabilities of the College; new employees trained on procedures and information systems to perform job tasks more effectively; employees provided opportunities by the College for professional growth and training at no personal cost; implemented compensation plan that provided Christmas bonuses to employees in a year when no state funding salary increases were available.</p> <p>12.1b Used evaluation results of all PDP activities and identified the most effective use of funding resources for continued improvement of programs.</p> <p>12.2 Maintained open communication; scheduled meetings only as needed; evaluated communication through formal and informal channels.</p> <p>12.3a Various media used to recruit faculty and staff; data now being collected for analysis next year to determine which media produce the best results in recruitment.</p> <p>12.3b Annual EEO report reviewed and analyzed to determine which</p>

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			<p>specific areas need more attention in hiring and retaining employees; annual overall goal attainment increased slightly from 86.4 percent last year to 87.9 percent in the most current year, 2002.</p> <p>12.3c Evaluated needs of instructional personnel and identified gaps.</p>